

Electronic Verification Terms and Conditions

May 2024

Newcastle Permanent are required under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* to collect and verify your personal information before we can provide you with financial products and services.

By consenting to electronic verification of your identity, you confirm that you are authorised to provide the personal details and that all information provided is, to the best of your knowledge and belief, correct and complete. It is an offence under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* to make a false and misleading statement.

How electronic verification works

In order to complete your electronic ID check, we will exchange your personal information such as your name, address, date of birth and identification document details to external organisations for verification. These checks are completed on our behalf by our selected credit reporting body (Equifax Pty Ltd) and will include checks against credit information files, publicly available information and information held by the document issuer or official record holder. Checks are carried out solely for the purpose of verifying your identity and for no other reason, e.g. a credit check, unless explicitly stated.

By continuing with this process you consent to your identity being verified electronically and that your information and identification documents will be checked with the document issuer or official record holder via third party systems and services.

Verification assessment

The credit reporting body will provide Newcastle Permanent with an assessment of whether the verification check was successful in matching your personal information against the external sources. If we are unable to verify your identity electronically, we will notify you and provide an alternative method of verification. We will not be able to provide you with any financial services or products until you have been successfully verified.

Alternative methods of verification

If we are unable to verify your identity electronically, or if you choose not to consent to electronic verification of your identity, you can usually complete the identification process in person at one of our branches.

Please call us on 13 19 87 to discuss your options.

If you want to know more about how we handle your personal information, see our Privacy Policy at newcastlepermanent.com.au/privacy-policy.